Credit Management Centre

Reduce customer debts and improve your cash flow

Knowing who owes what and when they will pay is key to managing your customer debts. The Opera 3 Credit Management Centre is designed to streamline your credit control processes, to help improve cash flow, reduce bad debts and improve the overall financial position of your business.

Integrated with the Opera 3 Sales Ledger, the Credit Management Centre provides a series of key dashboard views, making it a one-stop shop for all your credit control needs.

From a management perspective, you can view turnover, aged invoice and total invoice debt and drill down to the detail behind. Pinpoint who owes what, ordered by who owes the most, and look at financial ratios such as average debtor and creditor days, invoice summary and promised payments. All of which allows you to be proactive and keep an eye on how your credit control team is performing.

At the heart of the Credit Management Centre are the tools that allow credit controllers to organise and manage overdue customer accounts and transactions. Customers can be filtered into custom Credit Management Groups so you can focus on customers that will make the biggest difference to your bank balance. Diary actions can be entered, amended, and marked for follow-up, and promised payments can be recorded and reported on, both on individual transaction and account level.

The Opera 3 Credit Management Centre provides quick access to the Sales Ledger record and the Customer Account View. You can mark accounts as 'on' or 'off' stop, increase or decrease their credit limit, and move them into a more appropriate Credit Management Group, either individually or in bulk. You can also print statements, debtor's letters and copy invoices without having to navigate to other areas of the system.
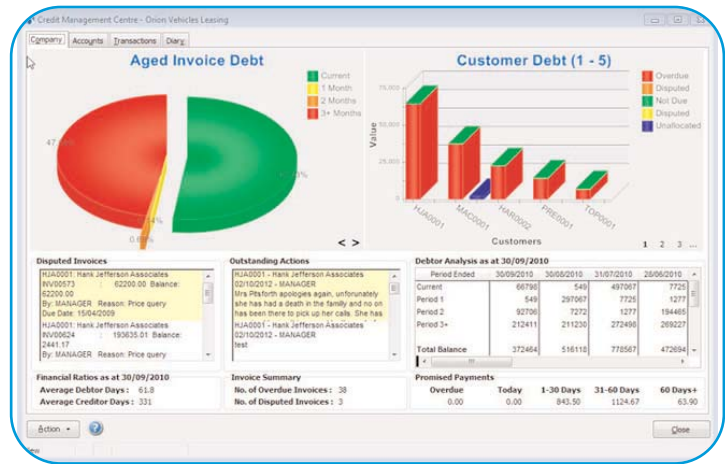
Looking at customer transactions, you can mark individual or multiple invoices as disputed or undisputed. "Promised to pay by" dates and amounts can also be recorded against specific invoices or accounts.

A Diary view provides a list of all actions that need to be done, helping you maintain a structured approach to your credit control processes. You can adjust security settings to control whether staff can view the Diary actions of other members of the credit management team.
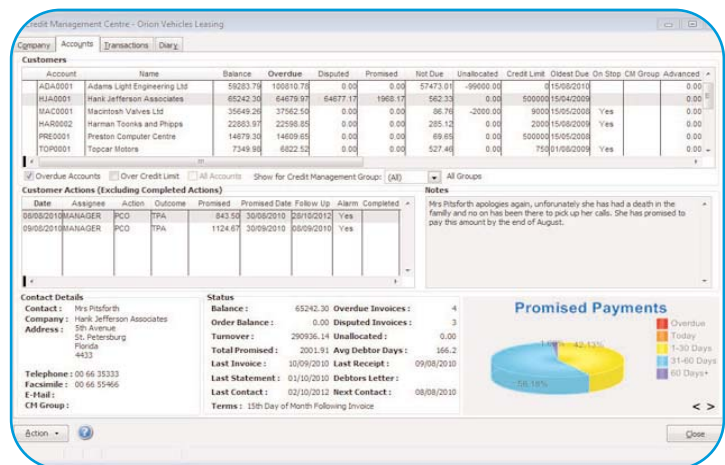
For ease of use and access, all relevant credit management reports, such as statements and debtors letters, have been added to the Credit Management Centre, which also includes new reports such as Diary Actions and Promised Payments, both of which can be exported directly to MS Excel for further manipulation and analysis.

Key features

- Easy-to-understand dashboard views of the overall financial position of your company and customers

- Drill down behind key financial information, customer accounts and transactions

- Powerful filters allow you to manage customers that are over their credit limit and/or have overdue invoices

- Create and organise customers into Credit Management Groups according to their debt

- Define custom Action Types and Outcome Types to be used with diary actions for recording activities and follow-ups

- Create and amend diary actions against individual customers or transactions, with an optional follow-up reminder via Opera 3 Notification Services

- Record and revise Promised Payments against individual transactions or at account level

- Integrates with the Opera 3 Sales Ledger with instant access to the Account view for historical information

- Place accounts 'on' or 'off' stop, increase or decrease credit limits, and reorganise accounts into different Credit Management Groups individually, or in bulk

- Dispute invoices and record the appropriate reason code

- Print statements, copy invoices and produce debtor letters

- Keep on top of actions due for completion with the Diary view

- Security settings allow you to control staff access to company data

- Additional reports include Promised Payments and Diary Activities, which can also be exported directly to Excel

- Integrates with Pegasus Dashboards, Pegasus XRL and Pegasus Instant Messenger (PIM)

Company view

Account view

pegasus

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